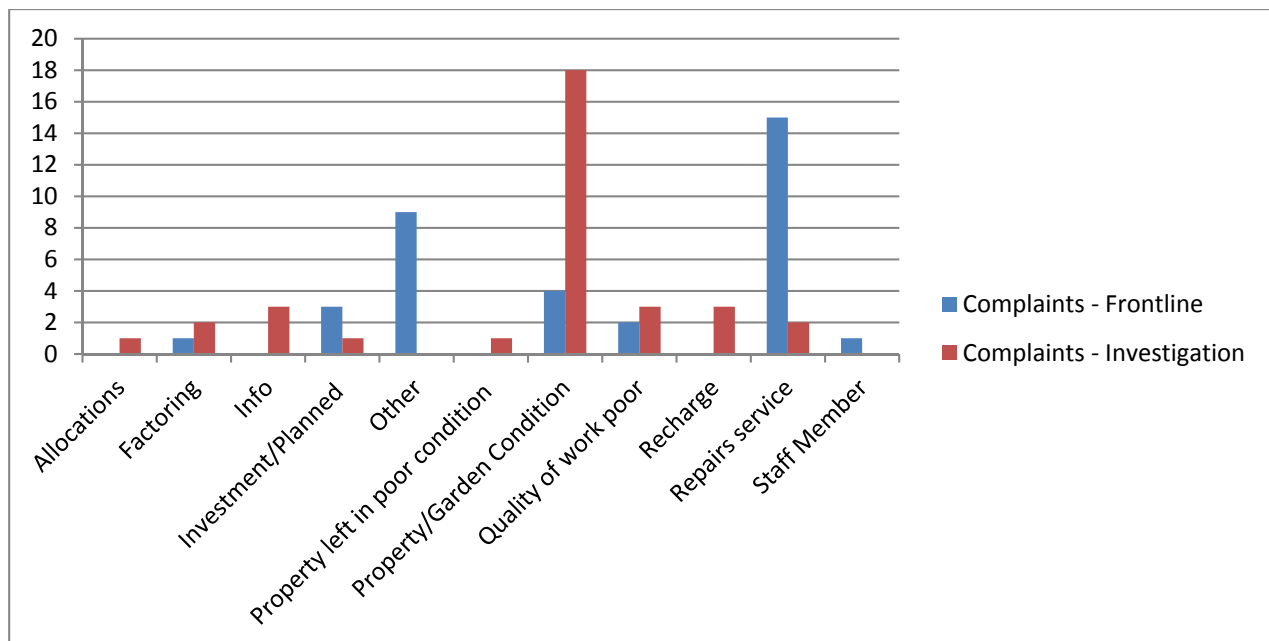


## Complaints made by tenants, applicants and other services users.

Period 1 April 2014 to 31 March 2015

Frontline & Investigation Complaints	Enquiry Type		Total
	Complaints - Frontline	Complaints - Investigation	
Allocations		1	1
Factoring	1	2	3
Info not provided/Incorrect info Provided		3	3
Investment/Planned Maintenance	3	1	4
Other	9		9
Property left in poor condition after work		1	1
Property/Garden Condition	4	18	22
Quality of work poor	2	3	5
Recharge		3	3
Repairs service	15	2	17
Staff Member	1		1
<b>Grand Total</b>	<b>35</b>	<b>34</b>	<b>69</b>

### Number of Complaints by Call Type

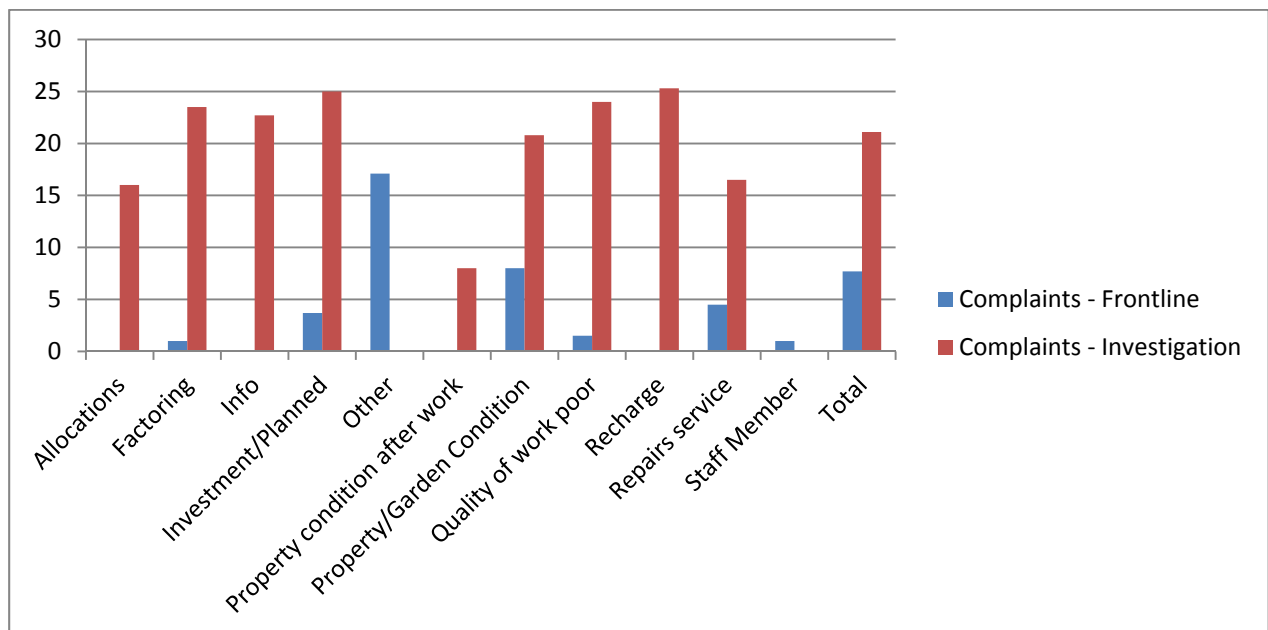


The data above is split into the two categories created by the Ombudsman and as set out in the Comments, Compliments and Complaints policy.

### Average number of working days to respond to tenant complaints

Call Type	Call Classification		Overall Average for Call Type
	Complaints - Frontline	Complaints - Investigation	
Allocations		16	16
Factoring	1	23.5	16
Info not provided/Incorrect info		22.7	22.7
Investment/Planned Maintenance	3.7	25	9
Other	17.1		17.1
Property left in poor condition after work		8	8
Property/Garden Condition	8	20.8	18.5
Quality of work poor	1.5	24	15
Recharge		25.3	25.3
Repairs service	4.5	16.5	5.9
Staff Member	1		1
<b>Total</b>	<b>7.7</b>	<b>21.1</b>	<b>14.3</b>
<b>Target (working days)</b>	<b>5</b>	<b>20</b>	

### Average Number of Working Days to Respond to the Complaint by Category



## *Compliments*

Compliments received both regarding staff and service provision.

<b>Category</b>	<b>Grand Total</b>
Factoring	1
Service Provision	18
Staff Very Helpful	8
<b>Grand Total</b>	<b>27</b>